

Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version:

Gale Books & Authors

Report Date:

September 4, 2025

Contact Information:

For any questions about the accessibility of this application, please contact the Gale Accessibility Council
accessibility@cengage.com.

Evaluation Methods Used:

[Qualitest](#), an independent quality assurance testing company, was contracted by Cengage to test the product and document their findings in this VPAT. [Qualitest](#) thoroughly reviewed the Gale Books & Authors (BNA) application for conformance to the Web Content Accessibility Guidelines 2.2 Level A and Level AA using the following testing techniques:

Automated Testing: Axe automated plugin has been used for the initial scanning of different pages present in the application.

Manual Testing: This report has been generated based on the tests conducted via accessibility experts. The tools which have been used for testing, are: JAWS 2025, NVDA 2025, and Voiceover on Windows 11/Mac Platforms. Apart from these screen readers below assistive tools are used to validate the accessibility success criteria:

- Keyboard Controls
- Steve Faulkner Text Spacing Bookmarklet
- Color Contrast Analyzer
- Browser Zoom
- Dragon

Compatibility Matrix and Testing Scope:

Win 11	NVDA 2025 Smoke QA	JAWS 2025 Full QA	
MAC 15.X			VoiceOver Full QA

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	All informative images and icons in the application include appropriate text alternatives, allowing visually impaired users to access equivalent information via screen readers and braille displays.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	The application provides text transcripts for Prerecorded Audio-only content to ensure that users who are deaf, hard of hearing, blind, or have low vision can access the information.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The application does not contain any audio-visual multimedia content that would require synchronized captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The application does not contain any audio-visual multimedia content that would require Audio Description or any other media alternative.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Partially Supports	Most elements in the application are correctly marked up with HTML semantics, enabling assistive technologies like screen readers to recognize their structure and relationships. However, there are a few exceptions where screen reader users encounter challenges in understanding the information, structure, and relationships of certain elements that rely on visual representation.
1.3.2 Meaningful Sequence (Level A)	Supports	Screen readers read all of the content available in the application in a logical sequence using arrow keys or other reading methods that perceive their meaning and context for visually impaired users.
1.3.3 Sensory Characteristics (Level A)	Supports	All visual cues/symbols used in the application that convey specific meaning, and all these visual cues are provided with equivalent text alternatives for screen reader users.
1.4.1 Use of Color (Level A)	Supports	The application provides text alternatives for information conveyed through color.
1.4.2 Audio Control (Level A)	Not Applicable	There is no such audio available in the application that plays automatically as soon as any page is launched.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A)	Partially Supports	The application has many interactive user interface components like buttons and links, and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, there are a few exceptions where popup does not close when the ESC key is pressed.
2.1.2 No Keyboard Trap (Level A)	Supports	The application ensures that both screen reader users and keyboard users can navigate freely without encountering focus traps. No element restricts users from moving forward or backward through the content using keyboard controls or screen reader navigation.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	Single key character shortcuts are not used anywhere in the application.
2.2.1 Timing Adjustable (Level A)	Supports	The application supports adjustable timing, allowing users to extend or adjust time limits as needed. This feature enables users with disabilities or those who require more time to complete tasks without interruption or undue stress. Users can adjust timing through a prompt before timeout for logout alert if idle on screen for a time range.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The application does not feature any moving, blinking, or auto-updating content that would need to be paused or stopped for individuals with certain disabilities.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There is no flashing/blinking content available anywhere in the application.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A)	Supports	“Skip to main Content” link is available at the top of web pages that helps screen reader users and keyboard users to bypass the repetitive block of header content in a single activation to locate the page main content.
2.4.2 Page Titled (Level A)	Partially Supports	Most of the web pages in the application are equipped with meaningful and descriptive page titles. These titles effectively communicate the purpose and context of each page. However, there is an exception on ‘ Author Search ’ page where the screen reader does not read the unique page title.
2.4.3 Focus Order (Level A)	Partially Supports	Focus order is logical for most of the interactive elements/widgets available in the application using the keyboard and keyboard interfaces. However, there is an exception.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Most of the links provided with clear, descriptive link text. However, there is an instance on the ‘ Home ’ page where link text is not sufficient for ‘ GALE RESEARCH COMPLETE ’ Logo.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	Accessibility testing for this application has been conducted primarily on desktop platforms. Mobile device testing, including assessments on iOS and Android platforms, was not part of the current audit scope.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	All the user interface controls available in the application activate a UP event. Even if the user accidentally clicks on a control, s/he can move away

Criteria	Conformance Level	Remarks and Explanations
		from its target area and lift up the pointer to abort the action.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	The visible text labels of all interactive controls accurately match their accessible names. This alignment enables motor-impaired users to reliably activate these controls by speaking their visible text labels using speech recognition tools such as 'Dragon'.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	Accessibility testing for this application has been conducted primarily on desktop platforms. Mobile device testing, including assessments on iOS and Android platforms, was not part of the current audit scope.
3.1.1 Language of Page (Level A)	Supports	Application content is available in English language, and this language is programmatically defined using the lang = "en" attribute in the <html> tag on all the web pages.
3.2.1 On Focus (Level A)	Supports	The application does not have any such feature/functionality that initiates a change of context on receiving keyboard focus.
3.2.2 On Input (Level A)	Partially Supports	The application generally does not include features or functionality that trigger a change of context when a user modifies the settings of an interface component. However, there are a few instances where such changes of context do occur upon interacting with certain components.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	The application provides a Help link in the footer section, which is consistently available across all

Criteria	Conformance Level	Remarks and Explanations
		pages. This ensures users can reliably locate help when needed.
3.3.1 Error Identification (Level A)	Supports	All the error messages/warnings available in the application are available in textual form that is readable using screen readers.
3.3.2 Labels or Instructions (Level A)	Supports	All form fields in the application include meaningful text labels, and appropriate instructions are provided to help users complete them.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The application avoids using repeated form fields that would require users to re-enter information unnecessarily.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most of the components present in the application have proper name/label/role/state and value, which helps screen reader users to know the actual purpose and nature of these components. However, there are a few exceptions where name, role, and value attributes are inappropriate for web elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live multimedia content available in the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no audio-visual multimedia content available in the application that requires audio description.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Not Applicable	Accessibility testing for this application has been conducted primarily on desktop platforms. Mobile device testing, including assessments on iOS and Android platforms, was not part of the current audit scope.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Not Applicable	There are no input fields in the application that collect user information or collect personal data
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Application has a sufficient contrast ratio i.e., 4.5:1 (For regular text) and 3:1 (For large text) for most of the color combinations used in the web pages. However, there are a few exceptions where the color contrast ratio fails for some color combinations.
1.4.4 Resize text (Level AA)	Partially Supports	Most of the page content remains operable and accessible when text is resized up to 200% using browser zoom, supporting users with mild or low

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		vision. However, in some instances, content truncate/overlap at 200% magnification, which may hinder readability and user experience.
1.4.5 Images of Text (Level AA)	Not Applicable	The application does not use images of text; instead, regular text, HTML, and CSS are employed to present all meaningful content visually. There is a logo in the header, but logos are exempt from this success criterion.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	Most web pages in the application properly reflow into a single vertical column when the viewport width is reduced to 320px, supporting users on small screens. However, there are a few exceptions where page content truncates and multi directional scroll bar appears when page is magnified up to 400%.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	The application provides sufficient contrast for different active user interface components. Non-Text UI elements such as buttons, input form fields, etc. have a contrast ratio of at least 3:1 to their adjacent colors. However, there is an exception on the 'Search/Filter Results' where the contrast ratio is less than the standard ratio of 3:1 for the visual information used to indicate the type, state, and focus of some of the active user interface components.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	This success criteria have been validated for persons with low vision and reading disabilities using Steve Faulkner's Text Spacing Bookmarklet, and all of the application content is easily readable and accessible after adjusting the text spacing using this tool. However, there are a few instances (Book Title links under Showing results section) on the

Criteria	Conformance Level	Remarks and Explanations
		'Browse Genres' page where text spacing is not adapted.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	Most of the additional content that appears upon keyboard focus or mouse hover is hoverable, dismissible, and persistent. However, there are a few exceptions where the tooltip that appears on mouse hover does not show up on keyboard focus and vice versa.
2.4.5 Multiple Ways (Level AA)	Supports	All application sections are accessible via multiple locations such as Left navigation menu, Search etc.
2.4.6 Headings and Labels (Level AA)	Supports	All of the headings present in the application are descriptive enough to understand their purpose, and sufficient label is provided for the form fields throughout the application.
2.4.7 Focus Visible (Level AA)	Partially Supports	All the interactive elements available in the application receive a clear visual focus indicator using the keyboard. Users are able to identify the currently focused element while navigating the page using the Tab key. However, there are a few exceptions where focus indicators are not visible on interactive elements.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	The platform ensures that when a component receives keyboard focus, the focus indicator is not hidden or obscured by other content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	Application does not have any author created draggable components.

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2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Most interactive elements meet the required 24x24 CSS pixel size, but some controls in dense layouts are smaller, which may hinder usability for touch or low-dexterity users. However, there are a few exceptions where target size for elements are not as per the standard.
3.1.2 Language of Parts (Level AA)	Supports	Application content is available in English language, and this language is programmatically defined using the lang = “en” attribute in the <html> tag on all the web pages. Additionally, there are few passages or phrases available in another language where the language of that content is defined using the lang attribute.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated components like navigation bars are occurring in the same order on every page of the application that helps users predict the location of these user interface elements after navigating to a new web page.
3.2.4 Consistent Identification (Level AA)	Supports	Elements such as Search bar that have the same functionality across multiple pages in the application have the same labels or the same accessible name.
3.3.3 Error Suggestion (Level AA)	Partially Supports	Error messages available in form fields are descriptive enough for users to understand and resolve the problem. However, there is an exception on ‘ Author Search ’ page where the form fields do not have descriptive error messages.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	This success criterion is related to legal commitment, financial data, etc. which involves serious risk, if no

Criteria	Conformance Level	Remarks and Explanations
		option is provided for the user to review or revert to the data before submission. However, this application does not have any such forms, where such risk is associated.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	Authentication is not applicable to this application, as it does not include any user login or authentication functionality.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	Most of the dynamic changes and alerts are automatically identified by assistive technology (Screen readers). However, there are a few exceptions where changes and alerts are not announced automatically.

Legal Disclaimer

The information provided in this document is in good faith based on the Gale database at the time of the review and does not represent a legally binding claim. Please contact us to report any accessibility errors or for re-evaluation and correction, if necessary.